

LOVELL NORWICH CITY COUNCIL



Developing a strong long term relationship was high on the agenda when housing refurbishment specialists Lovell, appointed Anglian Building Products to replace over 10,000 windows a year for Norwich City Council.

As part of the Council's £25 million Decent Homes refurbishment programme, Anglian has installed new windows to over 3,000 homes since 2006. This work

forms part of a complete modernisation programme which includes, gas ventilation checks, new kitchens and bathrooms, re-roofing and the installation of door entry systems.

Transforming housing into warm and secure homes, Anglian has replaced old timber and metal windows with new low maintenance PVC-u casement windows. The specialist installation works are carried out by

eight installation teams, the target being to complete the works to each property within a day whenever possible, therefore minimising disruption to residents.

Forming part of a truly integrated team, Anglian work in partnership with main contractor Lovell and other specialist sub-contractors. Programming of all trades is undertaken by Lovell, including an individual pre-works consultation with each resident. Our surveyors accompany Lovell's resident liaison officers (RLO) and ensure that provisions are made for residents' varying needs.



'Our strong partnership with Anglian Building Products has been a vital factor in helping us to deliver this important modernisation programme for Norwich City Council.'

*Simon Medler, Regional Director,
Lovell*

'The workmen who put the windows in were very efficient. I was amazed at how quickly they did the job. Since having the windows replaced I've noticed that my flat is a lot warmer and has cut out quite a lot of the traffic noise.'

Mr Rayner, Norwich City Council resident

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Anglian has truly demonstrated the company's commitment to quality during this programme - when it came to their new windows, 99 per cent of residents surveyed were satisfied with the quality of the workmanship they received.

Anglian's dedicated project manager meets regularly with Lovell to ensure that all aspects of the project timeline are on track, including leaseholder consultations and planning applications.

The successful partnership of all contractors has enabled the overall refurbishment scheme to be accelerated ahead of schedule.

Anglian has gained experience working with Lovell on a range of projects including refurbishment and NAHP new build projects for the social housing market.

'Our improvement programme is making a major difference to peoples lives. Lovell and Anglian Building Products are providing customer-focused high-quality services for residents.'

Chris Rayner – Head of Housing Property Services at Norwich City Council

Date	June 2006 – 4 year whole programme
Main Contractor:	Lovell
End Client:	Norwich City Council
Contract:	SPC 2000
Project Value:	£12m
Product Specification:	70mm internally beaded casement window

For more information contact 0870 4280274, quoting Lovell or email: abp@angliangroup.com